



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX  
Examiner : Lawan Fletcher  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on 9/27/06.

By Andrew R. Martin  
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

RESPONSE AND AMENDMENT

Mail Stop Amendment  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the final Office Action mailed July 14, 2005. In response thereto, consider the following remarks.

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SMC